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K. P. Hines

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11036 U.S. PT
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

George Hines

Serial No. NEW

Filed: Herewith

For: SERVICE GURU SYSTEM AND
METHOD FOR AUTOMATED
PROACTIVE AND REACTIVE
COMPUTER SYSTEM ANALYSIS

Group Art Unit:

Examiner:

INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. 1.56

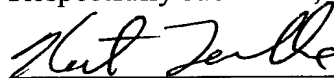
Commissioner for Patents
Washington, D.C. 20231

Sir:

Applicant hereby submits for filing under 37 CFR 1.97 a disclosure statement. The patents, publications or other information of which Applicant is presently aware are listed in Form PTO-1449 submitted herewith and copies of all such patents and publications are attached hereto.

Signed on 8/01/01

Respectfully submitted,



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